



DENVER
PUBLIC
LIBRARY

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DENVER
LIBRARY
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Tom Wheeler
Chairman, Federal Communications Commission 445 12th Street, SW
Washington, DC 20554

July 2, 2014

Dear Mr. Chairman and Commissioners:

I urge you to reconsider the formula of \$1 per square foot to calculate e-rate funding for public libraries. It is not enough to provide the wired and wireless service that our customers want and need today let alone keep up with ever-increasing demands for more bandwidth. While the size and number of our facilities has not increased significantly over the last several years, demand for computers and wireless access has increased dramatically and will continue to do so. System-wide, Denver Public Library saw a 27% increase in wired computer usage from 2012 to 2013 and a 30% increase in wireless connections during the same period. In fact, wireless usage has grown exponentially, 327% from 2010 to 2013. This year we expect to provide over 3.5 million wireless connections for our customers. Even though we have invested what we could into improved wired and wireless access at our Central Library in the past year, our customers still complain about slow internet speeds. Current funding levels do not allow us to keep pace with customer demand at the Central Library not to mention the growing demand at our 25 branches.

More than 4.3 million people walked through our doors last year, and a disproportionate number of them are low income members of the community who cannot afford wired or wireless high speed access to the internet. Wireless access is becoming essential for our urban patrons. Increasingly, users bring their own devices to our libraries for downloading materials, engaging in employment-related activities, researching medical concerns, participating in educational and training sessions, and doing their school work. Our customers often have no other practical way to obtain access to the internet for these important activities.

Wi-Fi costs are not merely a function of the square footage of a room with wireless connectivity. Wi-Fi performance is a function of users, interference from adjacent networks in other buildings, and architectural impediments. A room of a certain size with many users will have poorer Wi-Fi service than the same room with the same network that has fewer users. Resolving these capacity and technology problems requires a larger expenditure when expanding a Wi-Fi infrastructure.



Please consider these capacity and technology factors when determining the formula for public library funding. I support the proposal of some of my colleagues to allow public libraries to choose from two alternative methods:

Fund public libraries at the rate of no less than \$4 per square foot;
Fund public libraries at the rate of \$150 per average daily visitor.

I urge you to give libraries the money we need to deliver what is typically the only free public internet access available in most communities.

Sincerely,

A handwritten signature in blue ink that reads "Shirley Amore".

Shirley Amore
City Librarian
Denver Public Library